

2015

IRO Review User Manual

LOUISIANA DEPARTMENT OF INSURANCE
INDUSTRY ACCESS MODULE

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IRO Review

Access the IRO Review Request Module

The IRO Review module is accessed via the Industry Access Portal on the Louisiana Department of Insurance website: <http://www.lidi.la.gov/>



For instructions on how to sign up for the Industry Access Portal and request access to modules, please review the user manual and webinars posted on the Industry Access Log In screen:

<https://ia.lidi.state.la.us/industryaccess>

Create New IRO Review Request

The IRO Review Request Form contains an Existing Requests grid. The first time you enter the IRO Review module, the grid will be empty. As you enter IRO Review requests, they will populate in the grid.

To begin adding a request, first click the “Create New IRO Review Request” button.

Filter by status:

+ Create New IRO Review Request

Case Number	Insured First Name	Insured Last Name	Assigned IRO	Status	Date Requested
No items to display					

Once you click the button, a blank external review request form will open. This form contains the following sections:

- Insured Contact Info
- Insured's Authorized Representative Contact Info
- Request Details
- Supporting Document(s)

IRO Review Request Form x

https://iadev.lidi.state.la.us/IROReview/InsurerRequest#

LOUISIANA DEPARTMENT OF INSURANCE

IRO Review

1-800-259-5300

Commissioner James J. Donelon

This is a Test Company

IRO Review Request Form

Insured Contact Info

First Name:

Last Name:

Address:

City:

State:

ZIP:

Primary Phone:

Alternate Phone:

Fax:

Email:

Insured's Authorized Representative Contact Info

First Name:

Last Name:

Address:

City:

State:

ZIP:

Primary Phone:

Alternate Phone:

Fax:

Email:

Contact Info

The fields in the Insured Contact Info section are required and must be filled out before you can submit the request. The fields in the Insured Authorized Representative Contact Info section are optional.

IRO Review Request Form x

https://iadev.lidi.state.la.us/IROReview/InsurerRequest#

LOUISIANA DEPARTMENT OF INSURANCE
IRO Review
1-800-259-5300 f t Commissioner James J. Donelon

This is a Test Company

IRO Review Request Form

Insured Contact Info

First Name: Sasha
Last Name: Smith
Address: 12345 Cat Street
City: Baton Rouge
State: LA
ZIP: 70809
Primary Phone: (123) 456-7890
Alternate Phone:
Fax:
Email: cats@email.com

Insured's Authorized Representative Contact Info

First Name:
Last Name:
Address:
City:
State:
ZIP:
Primary Phone:
Alternate Phone:
Fax:
Email:

Request Details

The fields in the Request Details section are also required. Please note that if you indicate “Yes” for the question “Did a URO render the adverse determination that is the subject of this external review?” you will be required to select the URO from the dropdown below.

If the request is extremely urgent and requires higher priority processing, select the “Expedited” option for “Type of Appeal.”

If the request is being entered for informational purposes only, check the box at the bottom of this section labeled “Please check here if this request is ineligible for external review.”

Note: If you indicate that the request is ineligible for external review, you will be notified if the consumer files an appeal. You will also be notified of the commissioner’s decision.

Request Details

Policy/Contract Number:

Specialty or Board Certification Type:

Name of Primary Physician/Specialist:

Name of Primary Contact at Issuer:

Primary Contact Phone:

Primary Contact Fax:

Primary Contact Email:

Type of Appeal (check all that apply):

☒ Medical

☐ Rescission

☒ Experimental/Investigational

Type of Appeal:

☒ Standard

☐ Expedited

Did a URO render the adverse determination that is the subject of this external review?

☒ Yes

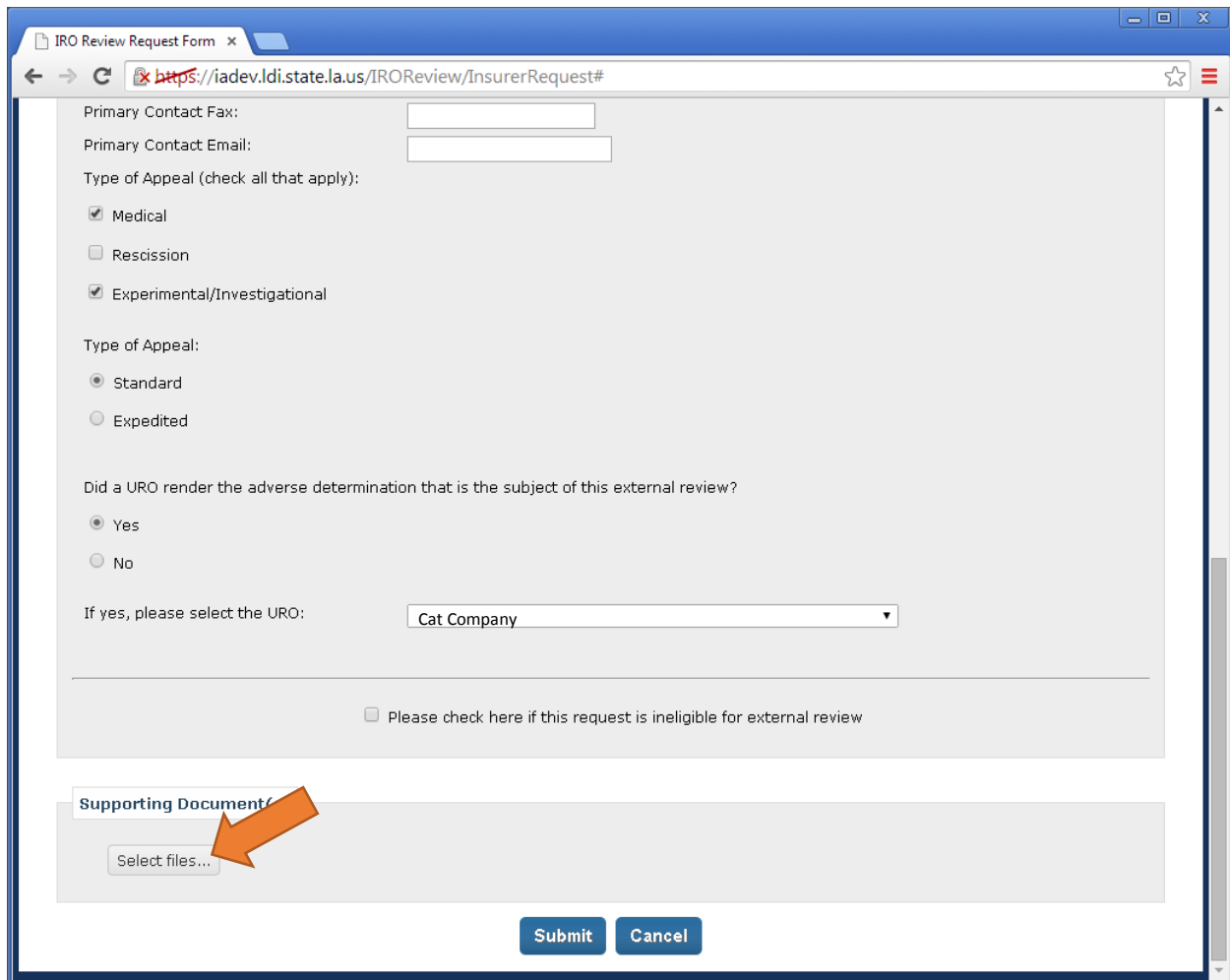
☐ No

If yes, please select the URO:

☐ Please check here if this request is ineligible for external review

Supporting Document(s)

Supporting documentation is not required, but can be attached to your request via the Supporting Document(s) tool. To begin attaching a document, click the “Select Files...” button.

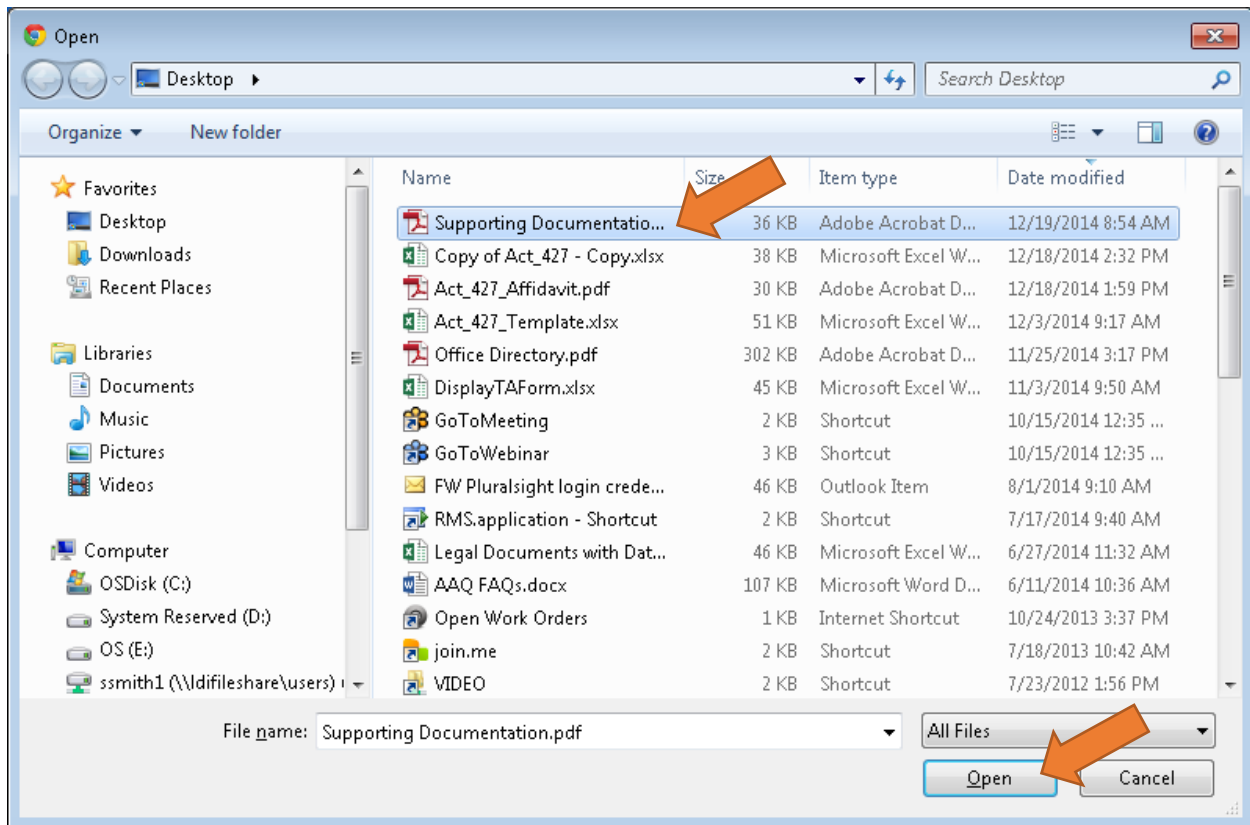


The screenshot shows a web browser window with the title "IRO Review Request Form" and the URL "https://iadev.lidi.state.la.us/IROReview/InsurerRequest#". The form contains the following fields and options:

- Primary Contact Fax:
- Primary Contact Email:
- Type of Appeal (check all that apply):
 - ☒ Medical
 - ☐ Rescission
 - ☒ Experimental/Investigational
- Type of Appeal:
 - ☒ Standard
 - ☐ Expedited
- Did a URO render the adverse determination that is the subject of this external review?
 - ☒ Yes
 - ☐ No
- If yes, please select the URO:
- ☐ Please check here if this request is ineligible for external review

Below the main form is a section titled "Supporting Document(s)" which contains a "Select files..." button. An orange arrow points to this button. At the bottom of the form are "Submit" and "Cancel" buttons.

The Windows File Explorer will open. Select the document you wish to attach to the request and click the Open button.



The document will now appear in the Supporting Documents section. If this document was attached in error or if you wish to remove it, click the “x” icon and then add the correct document. You can also attach multiple documents using this tool.

The screenshot shows a web browser window with the title "IRO Review Request Form". The address bar displays a URL starting with "https://iadev.lidi.state.la.us/IROReview/InsurerRequest#". The form contains the following sections:

- Type of Appeal (check all that apply):**
 - ☒ Medical
 - ☐ Rescission
 - ☒ Experimental/Investigational
- Type of Appeal:**
 - ☒ Standard
 - ☐ Expedited
- Did a URO render the adverse determination that is the subject of this external review?**
 - ☒ Yes
 - ☐ No
- If yes, please select the URO:** A dropdown menu showing "Cat Company".
- ☐ Please check here if this request is ineligible for external review

Below the main form is a section titled "Supporting Document(s)". It includes a "Select files..." button and a "Done ✓" button. A file named "Supporting Documentation.pdf" is listed with a green progress bar at "100%" and a close icon "x". At the bottom of the form are "Submit" and "Cancel" buttons.

Once you have finished filling in the fields, click the “Submit” button to submit your request. If you missed any required fields, you will be prompted to fill them in before you can submit your request.

IRO Review Request Form

https://iadev.lidi.state.ia.us/IROReview/InsurerRequest#

Type of Appeal (check all that apply):

- ☒ Medical
- ☐ Rescission
- ☒ Experimental/Investigational

Type of Appeal:

- ☒ Standard
- ☐ Expedited

Did a URO render the adverse determination that is the subject of this external review?

- ☒ Yes
- ☐ No

If yes, please select the URO:

Cat Company

☐ Please check here if this request is ineligible for external review

Supporting Document(s)

Select files... Done ✓

Supporting Documentation.pdf 100% ×

Submit Cancel

Once the request is successfully submitted, a random IRO assignment will be generated based on the specialty you selected. The screen will display the Case Number for your request, as well as the contact information for the assigned IRO.

Note: If the IRO has multiple contacts, they will be displayed on this screen.

The screenshot shows a web browser window with the title "IRO Review Request Form". The address bar shows the URL "https://iadev.idi.state.la.us/IROReview/InsurerRequest#". The page header features the Louisiana Department of Insurance logo, the text "LOUISIANA DEPARTMENT OF INSURANCE", "IRO Review", the phone number "1-800-259-5300", social media icons for Facebook and Twitter, and a portrait of Commissioner James J. Donelon with his name. Below the header, a grey bar contains the text "This is a Test Company". The main heading is "IRO Review Request Form". A paragraph states: "Your request has been successfully submitted. If applicable, an email notification will be sent to the IRO notifying them of the assignment. Please contact the assigned company for all further correspondence. You will receive an email notification when the IRO submits their decision." Below this, the "Case Number: 201464" is displayed. A section titled "Assigned IRO Contact Info" contains the following details: Company Name: This is a Test IRO, First Name: John, Last Name: Contact, Address: 123 St., City: Test, State: LA, ZIP: 34333, Phone: (343) 434-3333x33333, Fax: (blank), and Email: johnqtest@testiro.com. At the bottom right, there is a blue button labeled "Return to Request List".

IRO Review Request Form

https://iadev.idi.state.la.us/IROReview/InsurerRequest#

LOUISIANA DEPARTMENT OF INSURANCE

IRO Review

1-800-259-5300

Commissioner James J. Donelon

This is a Test Company

IRO Review Request Form

Your request has been successfully submitted. If applicable, an email notification will be sent to the IRO notifying them of the assignment. Please contact the assigned company for all further correspondence. You will receive an email notification when the IRO submits their decision.

Case Number: 201464

Assigned IRO Contact Info

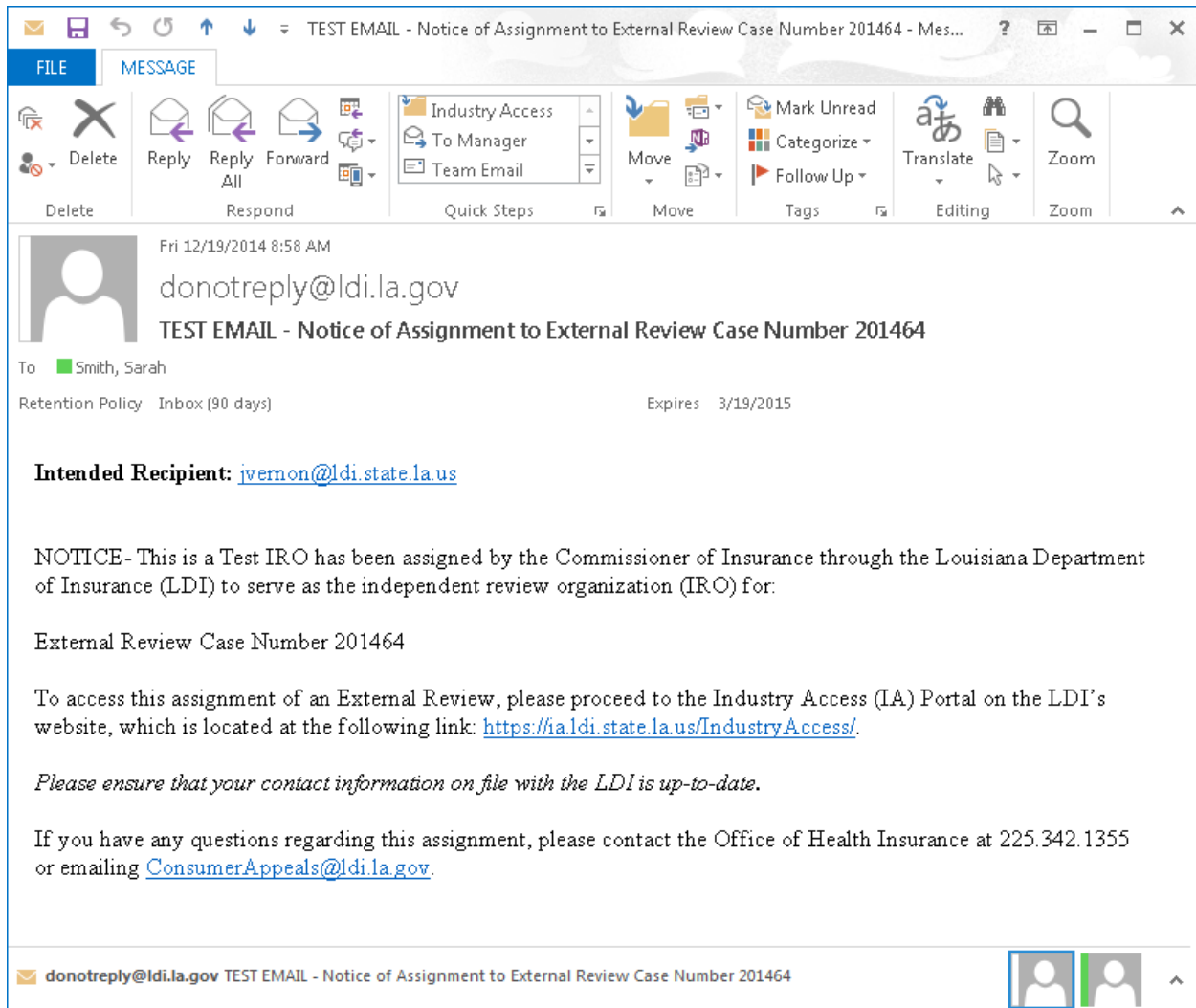
Company Name:	This is a Test IRO
First Name:	John
Last Name:	Contact
Address:	123 St.
City:	Test
State:	LA
ZIP:	34333
Phone:	(343) 434-3333x33333
Fax:	
Email:	johnqtest@testiro.com

[Return to Request List](#)

An email will be sent to notify the IRO of the assignment.

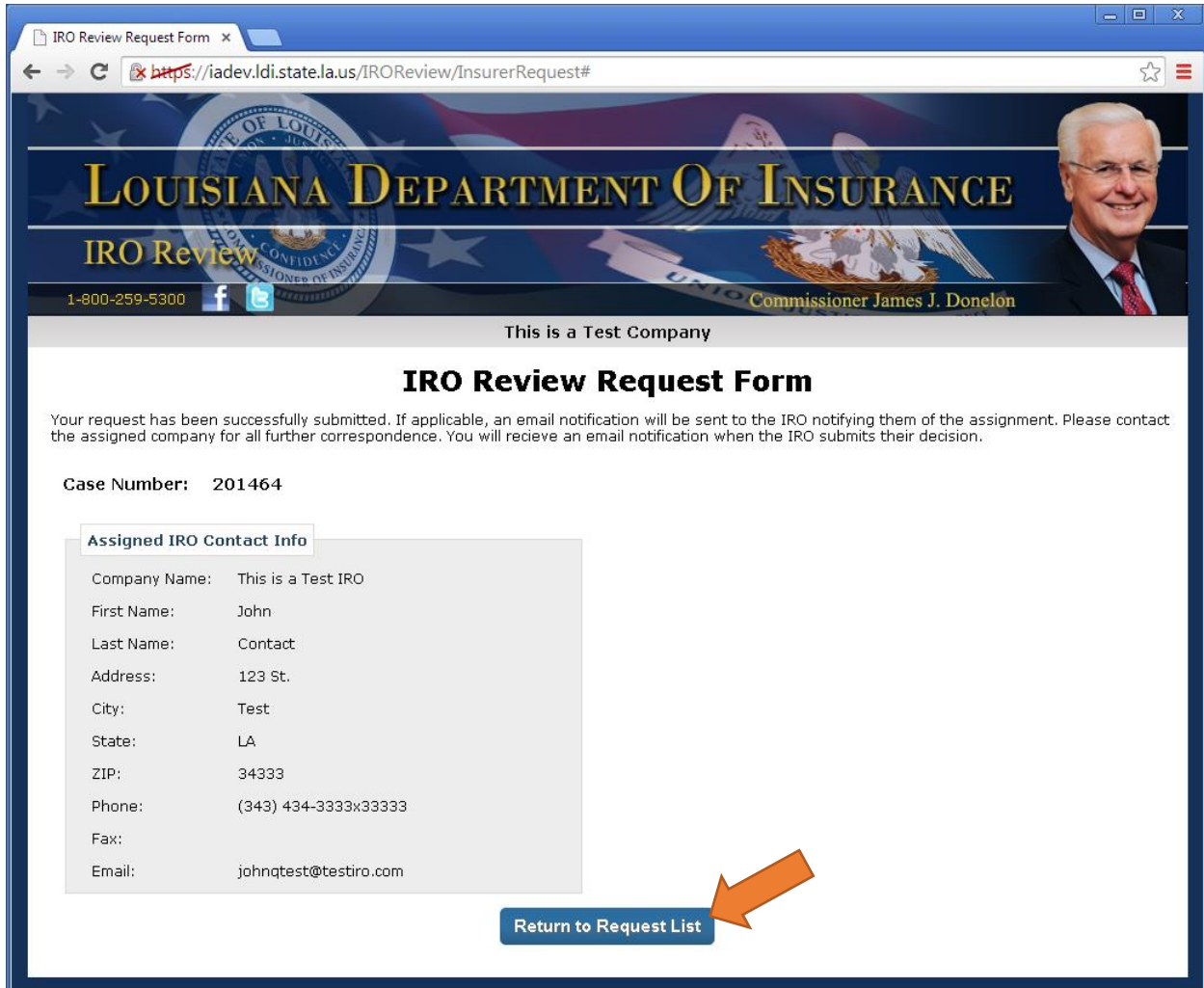
An email will also be sent to your company's IRO Review contact with the Case Number.

Note: If your company has not entered an IRO Review contact in Industry Access, the email will be sent to your company's Primary contact.



View Requests

To enter a new request, or view the request you have entered, click the “Return to Request List” button.



The screenshot shows a web browser window with the title "IRO Review Request Form". The address bar displays the URL <https://iadev.lidi.state.la.us/IROReview/InsurerRequest#>. The page header features the Louisiana Department of Insurance logo, the text "IRO Review", the phone number "1-800-259-5300", social media icons for Facebook and Twitter, and a portrait of Commissioner James J. Donelon. Below the header, a grey bar states "This is a Test Company". The main heading is "IRO Review Request Form". A message states: "Your request has been successfully submitted. If applicable, an email notification will be sent to the IRO notifying them of the assignment. Please contact the assigned company for all further correspondence. You will receive an email notification when the IRO submits their decision." Below this, the "Case Number: 201464" is displayed. A section titled "Assigned IRO Contact Info" contains the following details:

Company Name:	This is a Test IRO
First Name:	John
Last Name:	Contact
Address:	123 St.
City:	Test
State:	LA
ZIP:	34333
Phone:	(343) 434-3333x33333
Fax:	
Email:	johnqtest@testiro.com

At the bottom right, there is a blue button labeled "Return to Request List" with an orange arrow pointing to it.

The request you submitted will now appear in the Existing Requests grid. The grid will display the Case Number, Insured First Name, Insured Last Name, Assigned IRO, Status, and Date Requested for the case.

If you have entered more than one request, you can sort them by clicking the headers in the grid, or filter them by selecting an option in the “Filter by status” dropdown box. Status options include:

- Pending: The request is awaiting IRO decision.
- Upheld: The IRO’s decision upholds the issuer’s decision.
- Reversed: The IRO’s decision reverses the issuer’s decision.
- Ineligible per Issuer: The request was submitted for informational purposes only and is not deemed eligible for review.



LOUISIANA DEPARTMENT OF INSURANCE
IRO Review
1-800-259-5300
Commissioner James J. Donelon

This is a Test Company

IRO Review Request Form

Existing Requests

Filter by status: ▼

[+ Create New IRO Review Request](#)

View	Insured First Name	Insured Last Name	Assigned IRO	Status	Date Requested
	asha	Smith	This is a Test IRO	Pending	12/19/2014 8:58 AM

10 items per page 1 - 1 of 1 items

To view the full details of a request, click the “View” button.



The screenshot displays the Louisiana Department of Insurance IRO Review Request Form interface. The header includes the department's name, logo, and contact information. The main title is "IRO Review Request Form". Below this, there is a section for "Existing Requests" with a table containing one request. An orange arrow points to the "View" button next to the request number 201464.

Filter by status:

[+ Create New IRO Review Request](#)

Request Number	Insured First Name	Insured Last Name	Assigned IRO	Status	Date Requested
201464	Sasha	Smith	This is a Test IRO	Pending	12/19/2014 8:58 AM

1 - 1 of 1 items

The details of the request will load. Please note that these fields are view-only and that you will not be able to edit any of the fields on this form.

IRO Review Request Form

Existing Requests

Filter by status:

[+ Create New IRO Review Request](#)

	Case Number	Insured First Name	Insured Last Name	Assigned IRO	Status	Date Requested
View	201464	Sasha	Smith	This is a Test IRO	Pending	12/19/2014 8:58 AM

10 items per page 1 - 1 of 1 items

Case #: 201464

Assigned IRO Contact Info

Company Name: This is a Test IRO
First Name: John
Last Name: Contact
Address: 123 St.
City: Test
State: LA
ZIP: 34333
Phone: (343) 434-3333x33333
Fax:
Email: johnqtest@testiro.com

Insured Contact Info

First Name:
Last Name:
Address:

Insured's Authorized Representative Contact Info

First Name:
Last Name:
Address: